

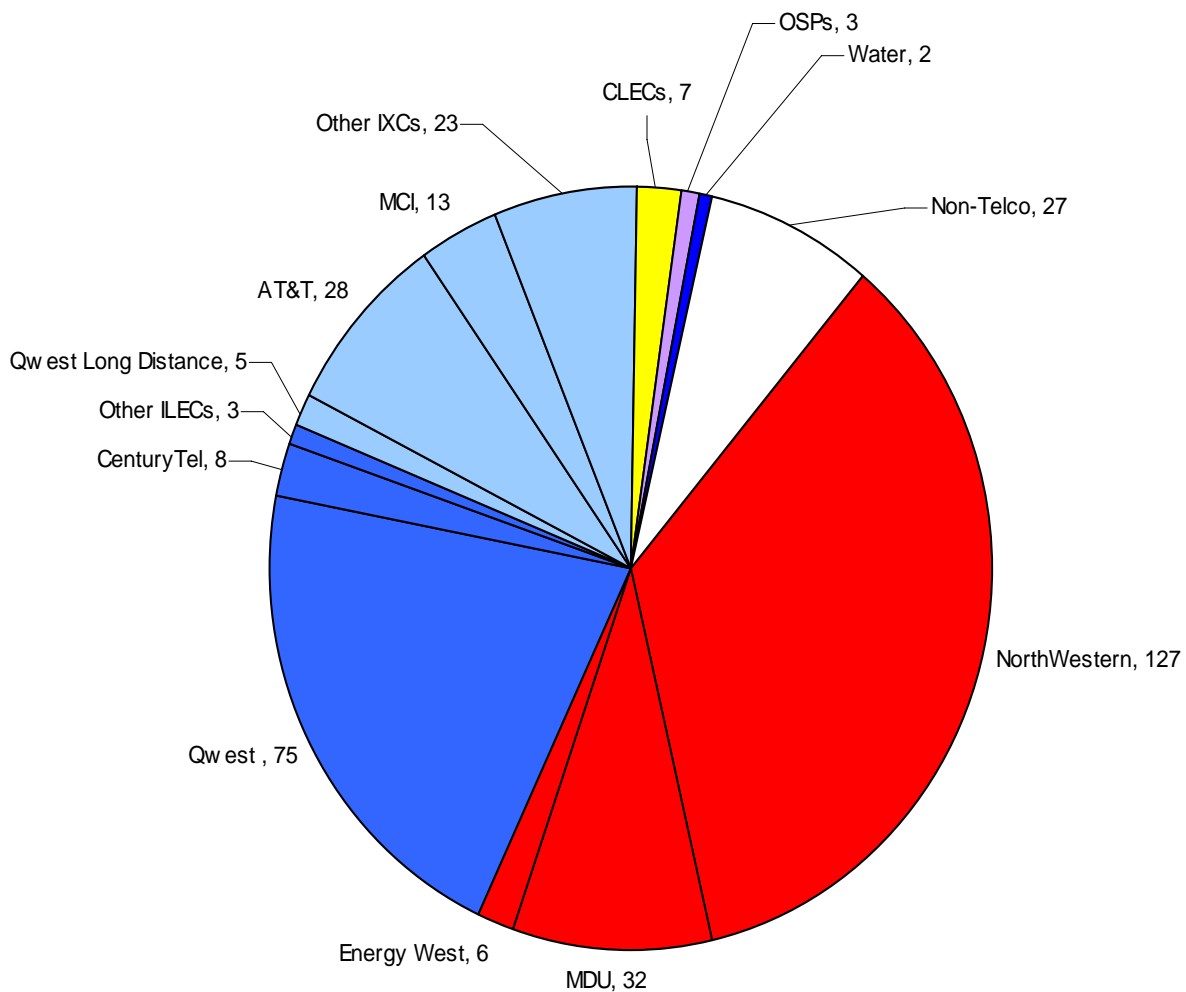
# Utility Consumer Complaints Report, 1st Quarter, 2005



**Montana  
Public Service  
Commission**



# 1st Quarter 2005 Complaints By Utility Total—359



OSP—Operator Service Providers

**Complaint Percentages By Utility**

**Weighted Average**  
**(Based on '04 Customer Base)**

NorthWestern Energy	35.38%	.036%
MDU	8.91%	.039%
Energy West	1.67%	.023%
Qwest	20.89%	.021% (based on # of access lines)
CenturyTel	2.23%	
Other ILECs	.84%	
Qwest LD	1.39%	
AT&T	7.80%	
MCI	3.62%	
Other IXCs	6.40%	
CLECs	1.95%	
OSPs	.84%	
Water	.56%	
Non-Telco	7.52%	
	-----	
	100.00%	

**Complaints by Service Type**

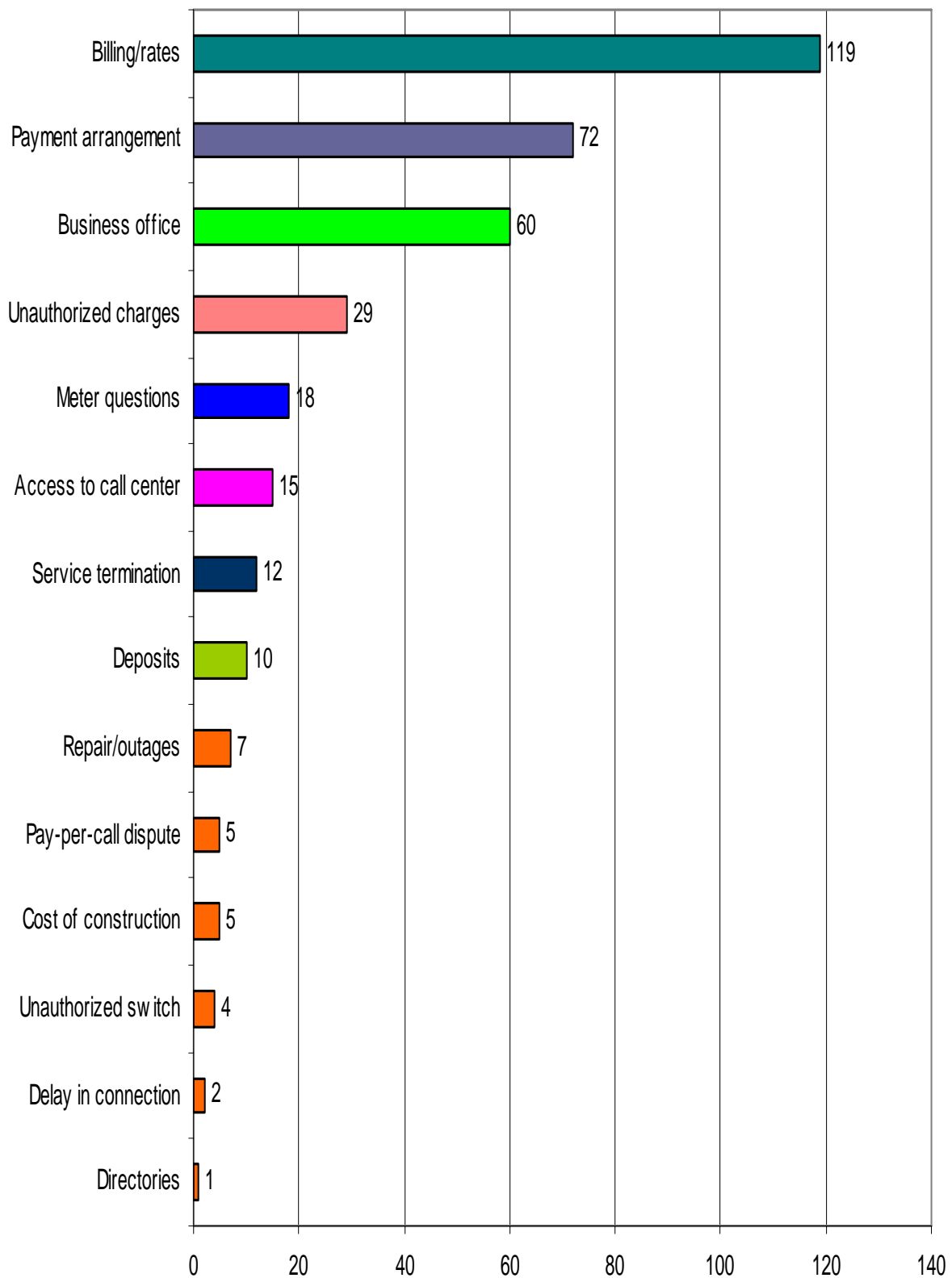
**Percentage of Total**

Energy—165		45.96%
Telecommunications—192		53.48%
Water—2		.56%
<b>Total</b>	-----	-----
	359	100%

**Type and Number of Complaints By District**

	<b><u>Dist. 1</u></b>	<b><u>Dist. 2</u></b>	<b><u>Dist. 3</u></b>	<b><u>Dist. 4</u></b>	<b><u>Dist. 5</u></b>	<b><u>Total</u></b>
<b>1. Billing/Rates</b>	19	25	23	16	36	119
<b>2. Business Office</b>	9	11	15	13	12	60
<b>3. Cram</b>	2	3	5	11	8	29
<b>4. Payment Arrangements</b>	11	14	23	11	13	72
<b>5. Access to Business Office</b>	2	4	4	4	1	15
<b>6. Repair</b>	3	1	3	0	0	7
<b>7. Slam</b>	1	2	0	0	1	4
<b>8. Delay in Connection</b>	0	0	1	1	0	2
<b>9. Termination</b>	1	3	3	2	3	12
<b>10. Meter Questions</b>	4	3	7	3	1	18
<b>11. Pay-Per-Call</b>	0	0	0	2	3	5
<b>12. Deposits</b>	1	5	2	1	1	10
<b>13. Cost of Construction</b>	1	0	4	0	0	5
<b>14. Directory Listings</b>	0	1	0	0	0	1
<b>15. Quality of Service</b>	0	0	0	0	0	0
<b><u>Total</u></b>	<b>54</b>	<b>72</b>	<b>90</b>	<b>64</b>	<b>79</b>	<b>359</b>

## 1st Quarter 2005 Consumer Complaints By Category



**Number of Complaints**

	<b><u>2004</u></b>	<b><u>2005</u></b>	<b><u>Percent of Change</u></b>
<b>January</b>	<b>176</b>	<b>134</b>	<b>(23.86%)</b>
<b>February</b>	<b>171</b>	<b>107</b>	<b>(37.43%)</b>
<b>March</b>	<b>168</b>	<b>118</b>	<b>(29.76%)</b>
	—	—	—
<b>Total</b>	<b>515</b>	<b>359</b>	<b>(30.29%)</b>
<b>October</b>	<b>119</b>	<b><u>Jan.</u></b> <b>134</b>	<b>12.61%</b>
<b>November</b>	<b>80</b>	<b><u>Feb.</u></b> <b>107</b>	<b>33.75%</b>
<b>December</b>	<b>92</b>	<b><u>Mar.</u></b> <b>118</b>	<b>28.26%</b>
	—	—	—
<b>Total</b>	<b>291</b>	<b>359</b>	<b>23.37%</b>

Number of Calls

	<u>2004</u>	<u>2005</u>	<u>Percent of Change</u>
January	1,689	1,116	(33.93%)
February	1,400	1,021	(27.07%)
March	1,275	1,045	(18.04%)
	—	—	—
Total	4,364	3,182	(27.09%)
		<u>Jan.</u>	
October	915	1,116	21.97%
		<u>Feb.</u>	
November	804	1,021	26.99%
		<u>Mar.</u>	
December	934	1,045	11.88%
	—	—	—
Total	2,653	3,182	19.94%